



Policy Memo

KHPA POLICY NO: 2009-12-01	From: Jeanine Schieferecke
Date: December 3, 2009	KFMAM Reference: 2010 KEESM Reference: 2110
RE: Responsible Person in KAECSES	Program(s): All Medical

This memo explains the use of data held in the Responsible Person fields in the KAECSES system and provides instructions for correcting inaccurate data.

A. Background on Medical Representative

An adult who has not been determined legally incapacitated may be represented by the spouse, personal representative, a person with a durable power of attorney for financial decisions, or a representative payee for Social Security benefits.

For any other individual to be a medical representative, a signed written authorization from the person for whom they are applying must be obtained. The medical representative authorization section on the [ES-3100.1](#) application form may be used for this purpose and must be signed by the adult and at least one witness.

The medical representative essentially takes the place of the applicant/recipient. They shall receive copies of all notices and are responsible for completing the review form and reporting changes. It is therefore critical that the medical representative be someone who is trusted and knowledgeable about the individual's needs and circumstances. Most immediate family members can serve this role and frequently, a good friend or neighbor may be acceptable. However, an individual with little or no prior experience with the individual would not – such as an organization assisting a provider with billing.

Both the case head and the Responsible Person will receive a copy of all notices generated in

Rm. 900-N, Landon Building, 900 SW Jackson Street, Topeka, KS 66612-1220

www.khpa.ks.gov

Medicaid and HealthWave:

Phone: 785-296-3981
Fax: 785-296-4813

State Employee Health Plan:

Phone: 785-368-6361
Fax: 785-368-7180

State Self Insurance Fund:

Phone: 785-296-2364
Fax: 785-296-6995

KAECSES. However, the review form is mailed **only** to the Responsible Person because they are the individual responsible for completing the review process.

B. Responsible Person on KAECSES

The KAECSES system is updated with the name and address of the Medical Representative so they may receive copies all notices. The RES PERSON field on the ADDR screen is used for this purpose.

It is critical that the name and address fields are correctly completed to ensure that all appropriate notices are issued and received.

C. Responsible Person on MMIS

KHPA has a contract with HP Enterprise Services (formerly EDS) to perform premium billing and collection functions for the Working Healthy and HealthWave 21 programs. Several changes were made to the MMIS to accommodate this new contract and functionality. A change was made to the KAECSES eligibility file, so that it now includes the Responsible Person (RP) Name and Address information that is on the KAECSES ADDR screen. A new window, "Beneficiary Responsible Person", was also created in the MMIS to display this information. The MMIS then sends that information to the Premium Billing system.

This change allows for premium billing statements to be mailed to the Responsible Person when one has been assigned. More information regarding assignment of responsible persons for premiums can be found in KHPA Policy Memo No. 2009-06-01 at http://www.khpa.ks.gov/kfmam/policyDocs/WH_Premium_Memo6-22-09.pdf

D. Responsible Person for Premium Billing

The new premium billing system will allow the monthly premium statements to be mailed to either the program beneficiary, the beneficiary's responsible person, or a third party designated by the beneficiary.

1. Beneficiary – The premium statements will be mailed to the beneficiary based on the address listed on the KAECSES ADDR screen – unless (2) or (3) below apply.
2. Responsible Person – If there is a responsible person listed on the KAECSES ADDR screen, the premium statement will default to this individual and be mailed to them – unless (3) below applies. The premium statement will not be mailed to the beneficiary where a responsible person exists. Nor will a duplicate statement be mailed to the beneficiary in these instances.
3. Third Party – The Working Healthy beneficiaries may designate a third party to receive the premium statements by calling HP Enterprise Services with their name and mailing address. Neither the premium statement nor a duplicate statement will be mailed to the beneficiary in these instances.

E. Data Clean-Up

During implementation of the premium billing changes, we have identified incomplete and incorrect information captured in KAECSSES. Because the RES PERSON field on ADDR is not completed correctly, the information is not contained on the file to MMIS and an address isn't available for the premium billing statement.

Two types of errors have been identified:

- (1) Incomplete names/addresses:
 - a. The name or the address of the responsible person is entered in the incorrect fields.
 - b. Information is contained in the ADDRESS field. This field is not printed on mailings.

- (2) An individual or agency identified as a responsible person that is not the official Medical Representative. It is never appropriate to have a representative from Hospital Assistance Program (HAP), Medical Assistance Program (MAP), or a person identified on a Release of Information form in the RES PERSON fields.

These errors have varying levels of impact on the case including not being able to mail premium billing statements, mailing premium statements to the wrong individual and a consumer not receiving their review form.

Each region and the Clearinghouse will be provided a report that contains all Responsible Person information entered for their cases. Due to the types of errors, this report contains both correct and incorrect entries. Each case listed on the report must be evaluated to determine the following:

- 1) Is the individual a Medical Representative, by definition outlined in Section A of this memo?
 - a. If yes, proceed to the step 2
 - b. If no, delete the data entered in all Responsible Person fields on ADDR. If this individual is a facilitator and the eligibility determination is still in process, enter their name and address on the ADAD screen. A facilitator should only be left on the ADAD screen through the initial determination. Facilitators are never listed on the ADDR screen.

- 2) Are the Responsible Person Last Name, First Name, and Middle Initial listed in these fields on the report?
 - a. If yes, proceed to step
 - b. If no, enter the name in the RES PERSON NAME field on ADDR.

- 3) Is the street address listed in Street 1 on the report?
 - a. If yes, proceed to step
 - b. If no, enter the street address in the RES PERSON field on ADDR.

- 4) Is the Street 2 field blank?
 - a. If yes, proceed to step
 - b. If no, remove the information from the ADDRESS field on ADDR.

- 5) Are the City and Zip code fields completed and correct?
 - a. If yes, the Responsible Person is now listed accurately on the KAECSES system.
 - b. If no, correct the city and zip code.

If any changes are required, reauthorize the last paid benefit month to ensure that the changes are submitted to MMIS.

See the attached document for examples of the errors as they correspond to the report as well as an example of a correct entry of a Responsible Person.

F. Conclusion

Corrections to the ADDR screen on cases identified by the previously mentioned report must be completed by staff as soon as possible to ensure that the appropriate responsible person (if any) is entered in the proper format in the RES PERSON field. The goal should be to make all corrections well in advance of the new premium billing process which is effective January 1, 2010.

Failure to correct existing cases or to correctly enter responsible person information on new approvals will have a negative effect on beneficiaries. Invalid information will be transmitted to MMIS which in turn will be transmitted to the Premium Billing System. This means premium paying beneficiaries may not receive their monthly premium bill, which may in turn ultimately lead to case closure for failure to pay premiums.

KHPA appreciates staff making this cleanup task a priority as they continue to provide dedicated assistance to those we serve.

If you have any questions about the material included in this memo, please contact:

Allison Blackwell
Family Medical Policy Manager
(785) 291-3881
Allison.Blackwell@khp.ks.gov

Tim Schroeder
Elderly & Disabled Policy Manager
(785) 296-1144
Tim.Schroeder@khp.ks.gov

Questions regarding any KAECSES issues should be directed to the SRS Business Help Desk at helpdeskbusiness@srs.ks.gov.